

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	3803	705/10	US-PGPU B; USPAT; USOCR; EPO; JPO; DERWEN T	OR	ON	2007/08/14 11:00
L2	1469	705/10 and (survey or query) and response	US-PGPU B; USPAT; USOCR; EPO; JPO; DERWEN T	OR	ON	2007/08/14 10:58
L3	26	705/10 and (survey or query) and (verbal NEAR3 response)	US-PGPU B; USPAT; USOCR; EPO; JPO; DERWEN T	OR	ON	2007/08/14 11:00
L4	15	705/10 and (survey or query) and (verbal NEAR3 response) and tone	US-PGPU B; USPAT; USOCR; EPO; JPO; DERWEN T	OR	ON	2007/08/14 11:02
L5	842	705/11	US-PGPU B; USPAT; USOCR; EPO; JPO; DERWEN T	OR	ON	2007/08/14 11:03

## EAST Search History

L6	3	705/11 and (survey or query) and (verbal NEAR3 response) and tone	US-PGPU B; USPAT; USOCR; EPO; JPO; DERWEN T	OR	ON	2007/08/14 11:01
L7	1	705/10 and (survey or query) and (verbal NEAR3 response near5 tone)	US-PGPU B; USPAT; USOCR; EPO; JPO; DERWEN T	OR	ON	2007/08/14 11:03
L8	0	705/11 and (survey or query) and (verbal NEAR3 response near5 tone)	US-PGPU B; USPAT; USOCR; EPO; JPO; DERWEN T	OR	ON	2007/08/14 11:04
L9	3198	705/7	US-PGPU B; USPAT; USOCR; EPO; JPO; DERWEN T	OR	ON	2007/08/14 11:03
L10	0	705/7 and (survey or query) and (verbal NEAR3 response near5 tone)	US-PGPU B; USPAT; USOCR; EPO; JPO; DERWEN T	OR	ON	2007/08/14 11:04

## EAST Search History

L11	3	"705".clas. and (survey or query) and (verbal NEAR3 response near5 tone)	US-PGPU B; USPAT; USOCR; EPO; JPO; DERWEN T	OR	ON	2007/08/14 11:06
L12	17	(survey or query) and (verbal NEAR3 response near5 tone)	US-PGPU B; USPAT; USOCR; EPO; JPO; DERWEN T	OR	ON	2007/08/14 11:08
L13	16	L12 not (L6 or L4)	US-PGPU B; USPAT; USOCR; EPO; JPO; DERWEN T	OR	ON	2007/08/14 11:06
L14	1579	(survey or query) and (response near5 tone)	US-PGPU B; USPAT; USOCR; EPO; JPO; DERWEN T	OR	ON	2007/08/14 11:08
L15	542	(survey or query) and (voice near5 response near5 tone)	US-PGPU B; USPAT; USOCR; EPO; JPO; DERWEN T	OR	ON	2007/08/14 11:08

## EAST Search History

L16	227	(survey or query) and (voice near2 response near2 tone)	US-PGPU B; USPAT; USOCR; EPO; JPO; DERWEN T	OR	ON	2007/08/14 11:08
L17	0	customer with (survey or query) with (voice near2 response near2 tone)	US-PGPU B; USPAT; USOCR; EPO; JPO; DERWEN T	OR	ON	2007/08/14 11:09
L18	5	(survey or query) with (voice near2 response near2 tone)	US-PGPU B; USPAT; USOCR; EPO; JPO; DERWEN T	OR	ON	2007/08/14 11:12
L19	2	(survey or query) with (customer near2 response near2 tone)	US-PGPU B; USPAT; USOCR; EPO; JPO; DERWEN T	OR	ON	2007/08/14 11:12

Search results: 49 titles

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## Search Report

### Database Name Database Number

ABI/INFORM 15  
 PROMT (90-PRESENT) 16  
 TRADE&INDUSTRY 148  
 PROMT (1972-1989) 160  
 COMPUTER DATABASE 275

NPL search on Dialog

Group I database

ES 8/4/07

### Set Description

S1 ((survey OR query) AND customer AND response AND tone)  
 S2 PY=((1970:2000))  
 S3 S1 and S2  
 S4 S3 and (operation?(w)research or management(w)science)  
 S5 RD  
 S6 SORT /ALL/pd,a

- ☐ 1 Second Annual Directory of Human Resources Services, Products and Suppliers, January 1989. (directory) - Jan - 1989 - Gale Group Trade and Industry Database™
- ☐ 2 Third annual 1990 directory of human resources services, products and suppliers. (directory) - Jan - 1990 - Gale Group Trade and Industry Database™
- ☐ 3 North American profiles. (The Datamation 100) (company profile) - June 15 - 1990 - Gale Group Trade and Industry Database™
- ☐ 4 New directions in mainframe HRMS software. (human resource management systems) (panel discussion) - Sep - 1990 - Gale Group Trade and Industry Database™
- ☐ 5 Crisis and the content of managerial communications: a study of the focus of attention of top managers in surviving and failing firms. - Dec - 1990 - Gale Group Trade and Industry Database™
- ☐ 6 The continuing care retirement community executive: a manager for all seasons. - Fall - 1991 - Gale Group Trade and Industry Database™
- ☐ 7 Quality Improvement as an Operations Strategy - 1992 - Word Count: 6757 - ABI/INFORM®
- ☐ 8 A Dynamic Model for Continuous Improvement in the Management of Service Quality - 1992 - Word Count: 3875 - ABI/INFORM®
- ☐ 9 A business case framework for group support technology - Winter 1992-1993 - Word Count: 7134 - ABI/INFORM®
- ☐ 10 Effectively Dealing with IS User Complaints - Dec 1992 - Word Count: 5861 - ABI/INFORM®
- ☐ 11 Effectively dealing with IS user complaints. (information systems) - Dec - 1992 - Gale Group Trade and Industry Database™
- ☐ 12 Organizational buying behaviour in the Gulf - 1993 - Word Count: 7558 - ABI/INFORM®
- ☐ 13 Training future logistics managers: Logistics strategies within the corporate planning framework - 1994 - Word Count: 6390 - ABI/INFORM®
- ☐ 14 Computing at work: empowering action by 'low-level users'. - Jan - 1994 - Gale Group Computer Database™
- ☐ 15 Politics and the function of power in a case study of IT implementation - Winter 1994/1995 - Word Count: 8478 - ABI/INFORM®
- ☐ 16 Economic regulation and the social contract: An appraisal of recent developments in the social control of

- ☐ 17 An empirical test of the consequences of behavior- and outcome-based sales control systems - Oct 1994 - Word Count: 10084 - ABI/INFORM®
  - ☐ 18 Reliability theory applied to accounting internal control: a field study. - Nov - 1994 - Gale Group Trade and Industry Database™
  - ☐ 19 Alphabetical listings: how to use the 1995 Health Management Technology market directory issue. - Feb 15 - 1995 - Gale Group Trade and Industry Database™
  - ☐ 20 Building a world-class alliance: The universal card - TSYS case - May 1995 - Word Count: 5143 - ABI/INFORM®
- 

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Search results: **49** titles

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## Search Report

### Database Name Database Number

ABI/INFORM 15  
 PROMT (90-PRESENT) 16  
 TRADE&INDUSTRY 148  
 PROMT (1972-1989) 160  
 COMPUTER DATABASE 275

### Set Description

S1 ((survey OR query) AND customer AND response AND tone)  
 S2 PY=((1970:2000))  
 S3 S1 and S2  
 S4 S3 and (operation?(w)research or management(w)science)  
 S5 RD  
 S6 SORT /ALL/pd,a

- ☐ **21 Managing information about processes** - Summer 1995 - Word Count: 10342 - ABI/INFORM®
- ☐ **22 Oral participation in retail service delivery: A comparison of the roles of contact personnel and customers** - 1996 - Word Count: 6537 - ABI/INFORM®
- ☐ **23 The association between corporate social-responsibility and financial performance: The paradox of social cos** - Mar 1996 - Word Count: 15613 - ABI/INFORM®
- ☐ **24 The transfer pricing decision process for multinational corporations** - 1997 - Word Count: 7623 - ABI/INFORM®
- ☐ **25 Enviropreneurial marketing strategy: The emergence of corporate environmentalism as market strategy** - Jan 1997 - Word Count: 13590 - ABI/INFORM®
- ☐ **26 Application of root cause analysis in a service delivery operational environment A framework for implementation** - 1997 - Word Count: 8566 - ABI/INFORM®
- ☐ **27 Exporting the "gospel of productivity": United States technical assistance and British industry 1945-1960** - Spring 1997 - Word Count: 14720 - ABI/INFORM®
- ☐ **28 Business process change and organizational performance: Exploring an antecedent model** - Summer 1997 - Word Count: 13906 - ABI/INFORM®
- ☐ **29 Do you see what I see? The future of virtual shopping** - Fall 1997 - Word Count: 7329 - ABI/INFORM®
- ☐ **30 Fraud auditing** - 1998 - Word Count: 49489 - ABI/INFORM®
- ☐ **31 Strategic quality management** - 1998 - Word Count: 13136 - ABI/INFORM®
- ☐ **32 Qualitative investigation of an e-mail mediated help service** - 1998 - Word Count: 6776 - ABI/INFORM®
- ☐ **33 Essay forum: voices from the scholarly generations of Business and Society.** - March - 1998 - Gale Group Trade and Industry Database™
- ☐ **34 NMHCC: managed care with an emphasis on IT. (the 10th Annual National Managed Health Care Congress) (NMHCC: Celebrating 10 Years of Educational Excellence special section) (Industry Trend or Event)** - April 1998 - Gale Group Trade and Industry Database™
- ☐ **35 A theory of public health sector report: forging a new path** - 1999 - Word Count: 12014 - ABI/INFORM®
- ☐ **36 Exploding the myth: Do all quality management practices contribute to superior quality performance?** - Spring 1999 - Word Count: 13253 - ABI/INFORM®

- ☐ 37 Business process modeling with group support systems - Spring 1999 - Word Count: 1200 - ABI/INFORM®
- ☐ 38 Arrangements for information technology governance: a theory of multiple contingencies. - June - 1999 - Gale Group Trade and Industry Database™
- ☐ 39 Technology features as triggers for sensemaking - Jul 1999 - Word Count: 10588 - ABI/INFORM®
- ☐ 40 How MUCH BANDWIDTH IS ENOUGH? A LONGITUDINAL EXAMINATION OF MEDIA CHARACTERISTICS AND GROUP OUTCOMES (1). - Dec - 1999 - Gale Group Trade and Industry Database™
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### Search Report

Database Name	Database Number
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ABI/INFORM	15
PROMT (90-PRESENT)	16
TRADE&INDUSTRY	148
PROMT (1972-1989)	160
COMPUTER DATABASE	275

Set	Description
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S1	((survey OR query) AND customer AND response AND tone)
S2	PY=((1970:2000))
S3	S1 and S2
S4	S3 and (operation?(w)research or management(w)science)
S5	RD
S6	SORT /ALL/pd,a

- ☐ 41 The role of technology and quality on hospital financial performance An exploratory analysis - 2000 - Word Count: 7885 - ABI/INFORM®
- ☐ 42 Environmental change and supply chain management: a multi-case study exploration of the impact of Y2000 - 2000 - Word Count: 9816 - ABI/INFORM®
- ☐ 43 Incorporating worldwide input into human resource decision making in high technology companies - 2000 - Word Count: 9798 - ABI/INFORM®
- ☐ 44 Technology infusion in service encounters - Winter 2000 - Word Count: 9184 - ABI/INFORM®
- ☐ 45 Assessing technology projects using real options reasoning - Jul/Aug 2000 - Word Count: 8557 - ABI/INFORM®
- ☐ 46 Foundations of the open society: discourse ethics and the logic of inquiry. - Sept - 2000 - Gale Group Trade and Industry Database™
- ☐ 47 Is there a role for transaction cost economics if we view firms as complex adaptive systems? - Oct 2000 - Word Count: 11206 - ABI/INFORM®
- ☐ 48 Congress's goal of increasing electronic filing: An assessment based on the technology-adoption literature - Dec 2000 - Word Count: 9082 - ABI/INFORM®
- ☐ 49 Follow the Redbrick Road.(labor process debate) - Winter - 2000 - Gale Group Trade and Industry Database™

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Search  
results: 0 titles

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**Search Report**

Database Name	Database Number
BUSINESS & INDUS	9
GLOBAL REPORTER	20
KR/T BUS NEWS	608
NEW PRODUCT ANNMENT	621
MCGRAW-HILL PUBS	624
SAN JOSE MERCURY	634
NEWSLETTER DB	636
BUSINESS WIRE	610
BUSINESS WIRE	810
PR NEWSWIRE	613
PR NEWSWIRE	813
FT INFORMATION LTD	476

NPL search on Dialog

Group II database

CB 8/14/07

Set	Description
S1	((survey OR query) AND customer AND response AND tone)
S2	PY=((1970:2000))
S3	S1 and S2
S4	S3 and (operation?(w)research or management(w)science)
S5	RD
S6	SORT /ALL/pd,a

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**Help Tips for 'Zero Records' - How To Get More Records**

- Don't over-specify: use only the search options you really need -- leave the others blank.
- Exclude "implied concepts": leave out words like 'research' or 'effects.'
- Use more wildcards to search different word endings: use COMPUTER? in place of COMPUTER.
- Check the format of your entry. Follow the Search Tips examples shown on the search page.
- Check for misspelled words.
- Check that you are using parentheses correctly when you combine words with AND, OR, NOT.

For more tips on searching, see the [Help page](#).

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## Search Report

## Database Name Database Number

INSPEC 1898+	2
NTIS	6
EI COMPENDEX PLUS	8
SCISEARCH 1990+	34
SCISEARCH 74-89	434
DISSERTATION ABS	35
INSIDE CONFERENCES	65
APPLIED SCI & TECH	99
TECTRENDS	256
IAPIO - PAJ	347
GLOBALBASE	583

## Set Description

S1	((survey OR query) AND response)
S2	PY=((1970:2000))
S3	S1 and S2
S4	S3 and (operation?()research or management()science)
S5	RD

NPL search on Dialog

Abstracts database

CB 8/14/07

- ☐ 1 Multicriteria genetic design of distributed database system - 1999 - INSPEC
- ☐ 2 A consumer surplus approach to predicting extended area services (EAS) development and stimulation rates - 1988 - INSPEC
- ☐ 3 A decision theory view of the information retrieval situation: an operations research approach - Sept.-Oct. 1977 - INSPEC
- ☐ 4 Problem of optimal deployment of information-and-computer equipment in a three-level real-time network. - 1989 - Ei Compendex®
- ☐ 5 OPTIMAL ALLOCATION OF PROGRAMS AND DATA IN DISTRIBUTED SYSTEMS. - 1985 - Ei Compendex®
- ☐ 6 Selection and maintenance of views in a data warehouse - 2000 - Dissertation Abstracts Online
- ☐ 7 EFFECTS OF OPERATOR ALERTNESS ON HUMAN-MACHINE INTERACTION AND SUPERVISORY CONTROL PERFORMANCE (SAFETY, ALERTNESS) - 1997 - Dissertation Abstracts Online
- ☐ 8 INTEGRATED DESIGN SOLUTION FOR DATA FRAGMENTATION, DATA ALLOCATION, AND QUERY OPTIMIZATION PROBLEMS IN DISTRIBUTED DATABASES - 1997 - Dissertation Abstracts Online
- ☐ 9 DEVELOPMENT OF A GIS-BASED ROUTING MODEL - 1993 - Dissertation Abstracts Online
- ☐ 10 REDESIGN OF DISTRIBUTED RELATIONAL DATABASES (DATABASES) - 1992 - Dissertation Abstracts Online
- ☐ 11 DATABASE LOCATION PROBLEMS IN DISTRIBUTED DATABASE MANAGEMENT SYSTEMS - 1985 - Dissertation Abstracts Online

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